



Amala
COLLEGE OF NURSING
ACCREDITED BY NAAC WITH A GRADE

AMALA COLLEGE OF NURSING

AQAR (2022-2023)



CRITERION 6 – Governance, Leadership and Management

Key Indicator 6.2– Strategy Development and Deployment

Metric No. 6.2.2 Implementation of e-governance in areas of operation

SUBMITTED TO



National Assessment and Accreditation Council

SOFTWARE IMPLEMENTATION DETAILS



AMALA INSTITUTE OF MEDICAL SCIENCES

(An undertaking of Amala Cancer hospital Society) NABH Accredited &

ISO 9001:2015 Certified Hospital, Amala Nagar, Thrissur, Pin-680 555 , Kerala India

Ph: 0487- 230 4000;0487-2304116(Med. College) ; Email: amalamch@amalaims.org, Web:

www.amalaims.org



Software Implementation Completion Report

Introduction

This project designed to solve the operational issues of day-to-day activities of the hospital and all institutions under Amala Medical Society. In this project IT department developing two web based application, the first one is 'OneAmala' and second one is 'iApps'. Both are powered by IT Department of Amala Institute of Medical Sciences.

Scope

It is a Content Management System (CMS) to communicate with departments. Main event details and photos will be published in OneAmala. Other functions include phone directory, availability of circulars (public) and training schedules by HR departments. It resolves operational issues like IT hardware, maintenance, electrical complaints, phone complaints etc. iApps services includes "iServ" which is mainly used to raise the tickets for the above operational issues, and take part in managing the clinical activities such as discharge summary, investigation request etc. The server provides separate login ID for all the employees of Amala Institute of Medical Sciences, Amala College of Nursing, and other institutions under Amala Cancer Hospital Society. Quality management system for NABH is functioning under iApps.

Steps taken by IT

1. To conduct a meeting with Assistant Director & COO for make a project plan & select project team members.
2. Interact with department HOD's & employees to take their inputs.
3. Submit final project report for approval.
4. 07/01/2016 IT starts this project work.

Key Benefits of 'OneAmala'

1. Phone Directory.
2. Patient Shifting.
3. Intranet Mail.
4. Doctors Leave Information.
5. All Circulars.
6. Patient Feedback Form.
7. iApps.

Key Benefits of 'iApps'

1. Employee Attendance History.
2. Employee Training History.

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3. Employee Feedback.
4. Service Request for IT, Electrical, Bio Medical, Maintenance, Telephone, HIS, Other help.
5. Incidents Reporting
6. iDoc for Official Communication.

Implementation Steps

1. Within three months after getting the approval, IT completed the software development work.
2. Configure dedicate server.
3. Deploy application in the server.
4. Conduct introduction meeting and staff training.
5. Gap analysis completed during the training.
6. Released final software version (3/10/2022)

Thanks.

Thanks should be given to all of the following for working on, advising on or just being plain supportive through the project.

Project Steering Group

1. Director.
2. Assistant Director.
3. Chief Operating Officer

Project Working Group

1. Department HOD's.
2. HR Department.
3. Selected Staff

Project team

1. Sujith
2. Alitta

Project Closure Note

The CMS project has achieved the main aims and objectives of the project within the defined budget and planned timescale. This report confirms the closure of the Content Management System project. It also details the deliverables and the achievements of the project.

Objectives

The objective of the CMS project was to implement a web publishing tool which met the requirements of the Amala medical society.

Deliverables

CMS product – The Content Management System was developed after following evaluation procedures and gaining Board approval. The product, For Computing Services, in-house hardware has been installed.

CMS Hardware – The architecture of the CMS hardware resulted in the purchase of 1 application

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server. These servers have been built and installed by IBM.

Operational Procedures – The service delivery and support of the CMS is detailed in the Operational Procedures. Back up procedures and problem resolution is described along with the CMS publishing process and model. Computing Services will keep and maintain this document for their own records.

Training Material – In-house training will be provided by Computing Services training team. Also a Web accessibility/ usability workshop will be run in conjunction with CMS roll-out.

Benefits

The benefits of implementing a Content Management System will become more apparent as the application is rolled-out further, across departments. The main improvement will be the look and feel of the Amala external facing web sites, these will change to give a more consistent appearance and navigation style. Another benefit achieved by the CMS project is the provision of a reliable, organized web-publishing tool which will link to central data sources, removing data duplication in web sites.

Handover

The Content Management System will now be under the IT team. They will be responsible for assigning logins to users and supporting the CMS application by providing assistance to departments where and when required.

Roll Out

The IT teams have already begun the roll-out of the Content Management System. That is, the application is now being implemented in various departments within the Amala medical society. Considering the complexity of the roll-out process and the length of time it will take, appropriate working procedures should be established and followed. The roll-out progress needs to be monitored and working procedures reviewed at regular intervals therefore it may be beneficial to employ an Implementation Manager to priorities, plan and co-ordinate the roll-out.

Conclusion

The Content Management System implementation was a success because it followed the appropriate project management methodology and had clear objectives from the start. Projects that constantly monitor progress and review plans are more able to adapt to the challenges that arise during the life of the project.



Regd

Saiju C Edakkalathur

Chief Operating Officer (IT In-Charge)
Amala Institute of Medical Sciences

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HMS Implementation Completion Report

Introduction

A hospital information system (HIS) is an element of health informatics that focuses mainly on the administrative needs of hospitals. In many implementations, a HIS is a comprehensive, integrated information system designed to manage all the aspects of a hospital's operation, such as medical, administrative, financial, and legal issues and the corresponding processing of services. Hospital information system is also known as hospital management software (HMS) or hospital management system.

Scope

The administrations of healthcare sector are opting IT solutions for the better management and patient care in their hospital campus. Amala Hospital selected 'Info Connections' as our HMS implementation partner and their software name is 'Homes'. Have a look at some salient features of 'Homes'.

Daily functions like patient registration, patient's chart, visits, ordering, pharmacy billing, distribution, medical history, a list of procedures, medicine administration, OT scheduling, IP discharge, monitoring blood bank, managing admission and overall management of various departments can be easily performed with higher accuracy after the installation of hospital software.

HMS Implementation Process

1. To conduct a meeting with Assistant Director & COO for make a project plan & select implementation partner.
2. Arrange demo for department HOD's to select best three HMS for detailed demo.
3. Arrange detailed demo for all departments HOD's, dept in charge, all team leaders.
4. Make comparison report to select implementation partner.
5. To help management for financial negotiation.
6. Provide help to implementation partner to complete the GAP analysis.
7. Arrange customized software demo for all team members with the help of implementation partner.
8. Give training to all staff & medical student in their own area.
9. First phase implementation was started April 2014 and completed September 2014.

Key Benefits of 'Homes' (HMS)

1. Patient registration.
2. Patient's chart.
3. Visits.
4. Medicine, Services & Consumables ordering.

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5. Pharmacy billing.
6. Medicine distribution.
7. Medical history.
8. A list of procedures.
9. Medicine administration.
10. OT scheduling.
11. IP discharge.
12. Monitoring blood bank.
13. Managing admission.
14. Overall management of various departments.

Implementation Steps

1. Provide help to implementation partner to complete the GAP analysis.
2. Arrange customized software demo for all team members with the help of implementation partner.
3. Give training to all staff & medical student in their own area.

Thanks.

Thanks should be given to all of the following for working on, advising on or just being plain supportive through the project.

Project Steering Group

1. Director.
2. Assistant Director.
3. Chief Operating Officer

Project Working Group

1. Department HOD's.
2. In charge's.
3. Team Leaders.
4. All IT department

Project Closure Note

The HMS project has achieved the main aims and objectives of the project within the defined budget and planned timescale. This report confirms the closure of the hospital Management System. It also details the deliverables and the achievements of the project.

Objectives

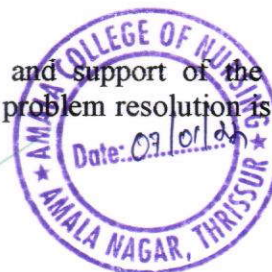
The objective of the HMS project was to successfully implement a perfect hospital management system which met the requirements of the Amala medical society.

Deliverables

HMS Hardware – The architecture of the HMS hardware resulted in the purchase of 1 application server, 2 Database servers. These servers have been built and installed by IBM/ Lenovo.

Operational Procedures – The service delivery and support of the HMS is detailed in the Operational Procedures. Back up procedures and problem resolution is described along with the

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HMS publishing process and model. Computing Services will keep and maintain this document for their own records.

Training Material – In-house training will be provided by Computing Services training team.

Benefits

Hospital information systems provide a common source of information about a patient's health history, and doctors schedule timing. The system has to keep data in a secure place and controls who can reach the data in certain circumstances. These systems enhance the ability of health care professionals to coordinate care by providing a patient's health information and visit history at the place and time that it is needed. Patient's laboratory test information also includes visual results such as X-ray, which may be reachable by professionals. HIS provide internal and external communication among health care providers.

Handover

The HMS will now be under the IT team. They will be responsible for assigning logins to users and supporting the HMS application by providing assistance to departments where and when required.

Roll Out (Date of Completion: 4/1/2016)

The IT teams have already begun the roll-out of the HMS. That is, the application is now being implemented in various departments within the Amala medical society. Considering the complexity of the roll-out process and the length of time it will take, appropriate working procedures should be established and followed. The roll-out progress needs to be monitored and working procedures reviewed at regular intervals therefore it may be beneficial to employ an Implementation Manager to priorities, plan and co-ordinate the roll-out.

Conclusion

The HMS implementation was a success because it followed the appropriate project management methodology and had clear objectives from the start. Projects that constantly monitor progress and review plans are more able to adapt to the challenges that arise during the life of the project. Although this accomplishment could not have been achieved without the hard work and effort of the project team over the last six months.



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Saiju C Edakkalathur

Chief Operating Officer (IT In-Charge)
Amala Institute of Medical Sciences



കേരളം KERALA

EB 983751

THIS AGREEMENT is made on this the 1st day of April Two Thousand Twenty Three between Info Connections, Thrissur represented by its Proprietor, Mr. Jemmu Arangassery as on the First Part and hereinafter referred to as service provider and **Amala Cancer Hospital Society** registered under Travancore - Cochin Literary, Scientific and Charitable Societies' Registration Act XII of 1955 having its registered Office at Amala Nagar, Thrissur 680 555, represented by its Director, Fr. Julious Arakkal CMI, which expression, unless repugnant to the context, shall be deemed to include its successors and permitted assigns) on the Second Part and herein after referred as Client and the service provider and client shall hereinafter be referred to as such or wherever the context so permits it shall individually be referred to as "**Party**" and collectively as "**Parties**".

WHEREAS

The Service Provider is engaged in Hospital Information system product and the client is a charitable Society engaged in the sector of education, culture, and health care and education researches and is registered under The Travancore - Cochin Literary, Scientific and Charitable Societies' Registration Act XII of 1955.

Fr. Julious Arakkal CMI
Director



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5-08-2023



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EB 983785

WHEREAS

Client intends to avail End User Annual Maintenance Contract services of the HOMES (Hospital Online Management Empowering System) implemented by the Service Provider.

And Whereas

The Service Provider agrees to give his services to the Client in accordance with the terms and conditions mentioned hereinafter.

NOW THIS DEED OF MOU BY AND BETWEEN THE PARTIES HERE TO WITNESS AS FOLLOWS:

TENURE

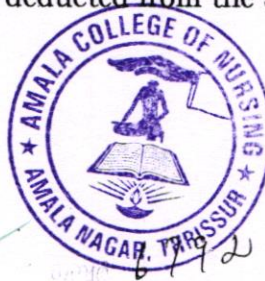
The tenure of this contract will be starting form 1-April-2023 till 30-Mar-2024.

SERVICE CHARGE

The Client shall pay Rs.10,00,000/per year to the Service Provider for as per the schedule hereunder and for which the service provider shall raise an invoice excluding GST. All applicable taxes will be deducted from the service charge.

Fr. Julious Arakkal CMI
Director

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Amie b. J
15-8-2023

Payment Schedule

Date	Amount
1-Apr-2023	Rs.4,00,000/-
1-Aug-2023	Rs.3,00,000/-
1-Dec-2023	Rs.3,00,000/-

1. The Service Provider shall furnish the Bank details for the purpose of transferring the Service Charge.

Obligations of the Service Provider

1. The Service Provider shall do all support to the HOMES application and make necessary bug fixes needed by the Client within the specified time period mentioned by the Client in each work.

2. The Service Provider shall maintain absolute confidentiality with respect to any confidential information received from the Client. The Service Providers shall not disclose any information about the client which may adversely affect the interest of the client, without obtaining the client's written consent, otherwise than in compliance with statutory requirements.

3. The Service Provider or his staff appointed for the purpose of this MoU is not entitled to claim any type of benefit or privilege from the client. The client is not liable for providing any benefit or privilege to the staff of the service provider during the period of this agreement or after the termination of this agreement.

4. The Service Provider shall share a valid mobile number & Email ID inclusively for the purpose of communication with the Client and shall be available at all reasonable time. All communications send to this number and mail is deemed to be delivered in personal.

5. The service provider shall be available at the client's office at any time for fixing any issue related to the software HOMES APPLICATION.

6. The Service Provider shall submit invoice from time to time as fixed in the schedule mentioned above.

Obligation of client

1. The client shall permit the Service provider to enter into the departments with prior written consent of the authorized person on reasonable time ,if required, for the purpose of any work entrusted with the Service provider without effecting the normal duties of the client or its departments.

2. The client shall give proper direction and information to the Service Provider through whatsapp/e-mail to the authorized person and the staff deployed to do that works, from time to time.



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3. The Client shall not tamper or modify or share with any of the agencies information, product or content without the permission of the Service Provider.

4. The client shall make the payment within 30 days of the receipt of the invoice.

Confidentiality

1. During and after the term of this MOU, the Service Provider and client shall protect and keep confidential about the contents of this MOU and all other matters related to the parties unless otherwise with the written consent of the other party.

2. The Service Provider shall not disclose any information that infringes the interest of client directly or indirectly to a third party otherwise required by law. If the Service Provider is required by any law to disclose any data about client, the Service Provider shall inform client in writing about the same at the earliest before providing the data to the statutory authority.

Reporting

The Service Provider shall report Fr. Antony Mannummel CMI, Associate Director, In-charge of IT software, about the works, invoice and other communications to the, Email ID antonymannummel32@gmail.com.

Meetings

The Service Provider shall schedule an Annual meeting with the client, one month before the expiry of this MoU for evaluating the work. The service provider shall give a detailed report of the works he had done during the period of the MoU when and where required by the Management or authorized person of the Client.

Intellectual Property

Any intellectual property of client used by the Service Provider with the consent of client or created by the Service Provider for the purpose of this MoU will be the property of the client and he will not have any authority upon the same even after the termination of this agreement.

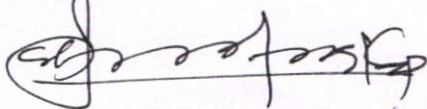
Indemnity

In the event of any claim, loss, or damage caused to the client due to any breach of the obligations mentioned in this MOU or due to any willful negligence, omission or act of the service provider the Service Provider shall indemnify the client to the extent of such claims, losses and damages and vice versa.

Termination

1. Either party can terminate this MoU before the expiry of the tenure of this MoU with three months' notice in writing.

2. Both parties shall settle their claims before the termination of the agreement.



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3. This MoU will automatically terminate upon the expiry of this MoU, if not otherwise renewed in writing with the mutual consent of the parties.

4. The Client can terminate this MoU at any time for the breach of any terms and conditions of this MoU by the Service Provider.

5. The client has the right to deduct an proportionate amount from the service charge of the service provider, in the event of the early termination of the agreement by the service provider, without any proper/genuine reason.

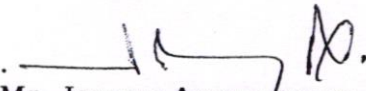
DISPUTE RESOLUTION

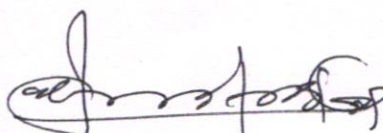
In the event of any dispute between the parties in respect of any rights or liabilities arising out of this agreement, the same shall be referred to a sole Arbitrator appointed by mutual consent and the proceedings shall be conducted in accordance with the provisions contained in the Arbitration and Conciliation Act, 1996. The seat of Arbitration shall be at Thrissur.

GOVERNING LAW:

This MOU shall be governed by and construed according to the prevailing laws of India, without reference to its principles of conflict of laws. Both Parties agree to submit to the exclusive jurisdiction of the courts in Thrissur.

IN WITNESS WHEREOF, the parties have caused this MOU to be executed by their representatives duly authorized.


Mr. Jemmu Arrangassery
Proprietor
Info Connections, Thrissur



Fr. Julious Arakkal CMI
Director
Amala Cancer Hospital Society

Witnesses:-

1.

2.



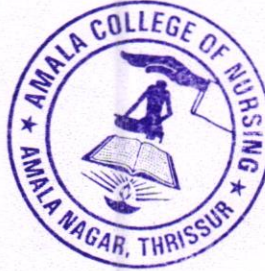

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Date: 01-12-2022

INSTALLATION DETAILS OF MEDICAL EDUCATION SUITE

EduSoft Software, a complete ERP solution for all academic procedures which is under the Logiprompt Techno Solutions India Pvt Ltd is installed in Amala College of Nursing, Thrissur as on 09/07/2021. EduSoft has 20+ pro modules. This software is designed to manage different operations of the College. Logiprompt Techno Solutions understands that all future updates of the software will be informed and managed based on the need of the College We will continue to provide AMC support into the next academic years.



Mr. Aneesh Ramachandran

Operations Head



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